

- Elimination of unnecessary duplication of service delivery will ensure programmatic funds are used to their maximum. Although the State has provided no specific mandates on how this is to be done at the local level, one of the goals of the One-Stop system is to provide for integrated delivery of all services as appropriate, including supportive services. Emphasis on non-duplication of services began in the State with the development of the One-Stop system and will continue through WIA. In addition, local service providers are aware of specific regulatory requirements prohibiting the duplication of supportive services mandated by programs such as WtW.

Wagner-Peyser 7(b) funds (the Governor's 10% reserve) are being allocated to enhance workforce and economic development initiatives in One-Stop centers. The following are examples of how Wagner-Peyser 7(b) funds will be used:

- For workforce and economic development initiatives, such as cutting edge technology, including infrastructure enhancements, Career Resource Areas in One-Stop centers, marketing, enhancement of self-directed services, testing and other assessment tools, support for job fairs and other outreach activities, support for Missouri Employer Committee activities, staff development, and other One-Stop initiatives;
- To supplement employability services for special targeted populations;
- To supplement basic Labor Market Information programs with local area planning information for One-Stop center operations;
- For a cooperative reemployment assistance program directed toward unemployed workers recovering from substance abuse; and
- To support labor-management committees by fostering local labor-management cooperation and coordination, by providing technical assistance to help firms and unions begin a cooperative process, and by co-sponsoring labor-management and workforce development initiatives.

4. *Describe how the needs of dislocated workers, displaced homemakers, low-income individuals such as migrants and seasonal farmworkers, public assistance recipients, women, minorities, individuals training for non-traditional employment, veterans, and individuals with multiple barriers to employment (including older individuals, people with limited English-speaking ability, and people with disabilities) will be met. How will the State ensure nondiscrimination and equal opportunity?(§112(b)(17).)*

The needs of these groups can best be met by requiring local workforce areas to perform a variety of outreach methods designed to reach the groups targeted above. For instance, community-based organizations partnering in the local One-Stop system can be a valuable tool when attempting to provide information about available services to a broad range of customers. In addition, local areas will be encouraged to actively participate in local marketing efforts. Finally, local areas will be required to provide a broad spectrum of services allowed under WIA in order to best meet the needs of these groups. Consistent with local labor market and customer needs, local areas will be able to make available all core, intensive and training services allowed under Title I of WIA. Customers who are eligible for and enrolled in intensive services will receive a comprehensive assessment of skill levels and service needs, which will be used to develop individual employment plans. This approach will allow One-Stop staff to assess the individual needs of all participants, including those from the groups listed above and individuals with multiple barriers to employment, and prescribe an appropriate mixture of training and services designed specifically to meet their individual needs.

8. Specifically describe the Wagner-Peyser Act-funded strategies you will use to serve persons with disabilities. (Wagner-Peyser Act §8(b), WIA §112(b)(7).)

Wagner-Peyser funded staff will continue to promote and develop employment opportunities for individuals with physical or mental disabilities which, for such individuals, constitute or result in substantial barriers to employment. Counseling, job development and referral will be available to persons with disabilities as appropriate.

As local planning to provide DOL-funded services in One-Stop settings continues, providing services to persons with disabilities will be a priority. Missouri has adopted standards to ensure equal access to job seekers with disabilities. Attachment 22 outlines minimum standards for architectural and program access to One-Stop sites. The Division will continue to work with partner agencies to identify the assistive technology needs of the disabled population and collaborate to determine the availability of resources to meet these needs. This linkage helps assure that required services to the disabled remain a priority within the One-Stop System.

An American with Disabilities Act (ADA) designee has been appointed in each of the local DWD offices. These individuals have been trained to provide the latest information on ADA and EEO concerns. In addition, all information on services available has been reviewed for ADA compliance.

The Division works closely with the Division of Vocational Rehabilitation at the State and local level to assure coordination of services to disabled job seekers. In most locations, representatives of community-based organizations providing services to the disabled as well as representatives from the Division of Vocational Rehabilitation serve on the local One-Stop Interagency Team or are members of the Workforce Investment Board.

9. How will Wagner-Peyser Act funds be used to serve veterans? How will your State ensure that veterans receive priority in the One-Stop system for labor exchange services? (§112(b)(7).)

The operators of Missouri's One Stop delivery system will be responsible for assuring priority services for veterans wherever Wagner-Peyser staff are utilized to serve Missouri citizens. This includes locations without allocated Disabled Veteran Outreach Program (DVOP) and/or Local Veteran Employment Representative (LVER) staff.

Staff funded by the Wagner-Peyser Act will continue to give priority service to veterans in Missouri's One-Stop system. Veterans seeking workforce development services will be provided preference during the job search and referral processes, will be offered seated interviews anytime they visit the One-Stops, and additional care will be given to ensure that all veterans utilizing self-service functions in the resource rooms receive preferential service.

In order to ensure that veterans are being offered adequate services, Veterans Performance Standard reports will continue to be generated and distributed to One-Stops. From these reports, locations will be able to determine if additional services need to be offered to their veteran customer.

Veteran customers will be provided the full array of services available within the One-Stop system and will be empowered with customer choice. By electing a customized access to those services, they can maximize their use of the Center's tools to effectively achieve their career development goals. Access to the system will be provided universally to assure customers that there is "no wrong door". In the provision of these services, veterans' priority will be followed in accordance with 38 U.S.C., Chapters 41 and 20 C.F.R. 1001.100 et seq., and the provisions